

# Residents as Neighbourhood Workers



## Information Pack



Office of the  
Deputy Prime Minister  
Creating sustainable communities

*The Housing Corporation (Innovation into Good Practice programme) and the Chartered Institute of Housing (Office of the Deputy Prime Minister - Innovation into Action programme) support the Residents as Neighbourhood Workers Programme.*

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# Programme Summary

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The PEP Trust is seeking Local Authorities, Registered Social Landlords (RSL's), [Arms Lench Management Organisations](#), [Tenant Management Organisations](#) and other organisations working with residents in social housing to participate in an innovative project that will support forty residents from around the country to become Neighbourhood Workers over the next three years. Neighbourhood Workers will act as bridges between landlords and the community, aiming to improve the ability of service delivery to meet local needs.

The PEP Trust has financial support for this project from the Housing Corporation (Innovation into Good Practice programme) and the Chartered Institute of Housing (Office of the Deputy Prime Minister - Innovation into Action programme). This funding will support all costs of this pilot training and support programme. The project will pilot an intensive programme of skill development and support for forty residents working in their own communities as Neighbourhood Workers. The programme, which will be accredited with the Open College Network, will run twice during the three years of the project taking twenty residents at each intake. The first intake will be June 2004.

## The Role of Neighbourhood Workers

We expect there to be considerable variation in the role each of the Neighbourhood Workers takes on depending upon local circumstances, priorities and objectives. Generally, Neighbourhood Workers will work to develop relationships between landlords, residents and other community / regeneration projects within their neighbourhoods. They will seek to build bridges to improve service delivery and project outputs for all local partners. Neighbourhood Workers will help identify local needs and aspirations to help local people, their landlords and other agencies to implement resident participation, and community / regeneration initiatives. They will ensure local communities have the skills, knowledge and opportunities needed to develop and sustain such initiatives.

Central to the project is that Neighbourhood Workers will be residents in the neighbourhoods in which they will carry out much of their work, balancing their roles as residents and employees of the social landlord:

*'Often I instinctively know what will work and what won't purely because of my knowledge of the area, its people and history. This gives me a great advantage because usually it takes a long time to develop trust and relationships with people where as I have already developed these things as a community activist / leader. People know me and believe me when I say I am going to do something. They find it easier to trust me because I am a resident. Residents feel that I am on their side and that I genuinely want to help them and that there are no hidden agendas.'*

**Apprentice Community Development Worker, East Brighton**

## Training and Support

Neighbourhood Workers will be provided with training and support to help them in the move from voluntary participation to employment in the field. Each will be provided with an experienced mentor who will augment the employer's line management, giving additional support and access to experience of what works. They will also attend seven **two and a half** day residential training events alongside the other Neighbourhood Workers in the programme. Time must be allowed within each worker's employment activity to attend each of these sessions. The Neighbourhood Workers **Project** will meet the **cost and associated expenses, other than travel**, for this training. The training will be accredited with the Open College Network.

*'Learning one day and practising it the next - the great thing about work based training is that one day you can learn something new in the classroom and the next you can be using what you have learnt for real in practice on the job. I have not forgotten what I have learnt because I have had the opportunity to use my newly found knowledge in practice every day in my work as a Community Development Worker. It has been very empowering to be able to pass on my knowledge and share my learning so it has not only been of benefit to me but to the residents and groups that I work with. My brain is this great community resource and people come and find me to use it!'*

**Apprentice Community Development Worker, East Brighton**

## The Role of Employer Organisations

Each Neighbourhood Worker will be recruited, employed and supervised by their Local Authority, RSL, **Arms Length Management Organisation, Tenant Management Organisation** or other organisation working with residents in social housing. As well as undertaking training each Neighbourhood Worker will have objectives and a plan of work to undertake on behalf of their employer. These work plans will relate to local needs and employers' priorities.

Employing organisations will be responsible for:

- Recruitment of their Neighbourhood Worker
- Providing office accommodation and equipment
- Contracts of employment
- Developing work plans
- Providing induction and other training
- Regular supervision

## The Current Situation

The PEP Trust is currently developing the project with the aim that the first intake of twenty Neighbourhood Workers takes place in June 2004. We are seeking social landlords and other organisations that wish to participate in the project. The Trust

seeks to develop wide geographical diversity and to balance Local Authority and RSL landlords [in particular](#) within the project.

# The Residents as Neighbourhood Workers Programme

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## The Training Programme

The Neighbourhood Workers Project will provide seven **two and a half day** training sessions each year. These will be residential events bringing each of the 20 Neighbourhood Workers together throughout the year. Each worker will be required to attend all sessions.

Training sessions will be run in high quality venues and each session will be held in a different location to ensure that travel distances are evenly shared throughout the year. Accommodation and resource costs for these training events will be met by the project. **Childcare and carer's allowances will be available but travel costs must be covered by the employing organisation.**

**The training will be delivered by high quality experienced trainers. Several of these will be from within our sister company Priority Estates Project Ltd (PEP), who have considerable experience of training in this field and run the 'National Programme of Training for Residents' on behalf of the Office of the Deputy Prime Minister.**

Each session will concentrate on a particular topic but the events will also provide opportunities for mutual support between participants and contribute to each worker's overall development in the role.

The main areas each of the sessions will cover are:

Session One	The Neighbourhood Workers Job	Understanding the role of a Neighbourhood worker within a landlord organisation. Creating a personal work plan and measuring success. Project Management Techniques. Making use of your mentor and other support. Balancing roles as a resident and a worker. Understanding conflicts of interest. Assessing local situations and conducting community audits.
Session Two	Understanding Community and Community Participation	Defining Community. Working with diversity and engaging different sectors of the community. Current practice in tenant participation. Working in partnership with other local agencies and organisations. Meetings skills. Understanding community group dynamics.

Session Three	Personal Empowerment Programme	A course aiming to help participants increase their potential and understand their personal barriers to self-empowerment.
Session Four	Community Engagement and consultation techniques	Understanding the nature and types of involvement. Using a range of involvement and community research techniques.
Session Five	Presentation Skills	Using a range of presentation techniques. Newsletters. Using Participatory Learning techniques.
Session Six	Resource Management	Fund raising. Dealing with grant applications. Basic budgeting, recording and financial control. The use of community buildings. Financial accountability.
Session Seven	Review and forward planning	Revisiting personal work plans and forward planning. Solving problems that have arisen for Neighbourhood Workers.

#### *Tutorial support*

Each of the sessions will have two trainers. One of these trainers will be consistent throughout the programme and will be able to provide a key contact for the programme for participants. He/She will meet with participants on an individual and small group basis during the sessions to provide tutorial support to participants. This will augment support to each Neighbourhood Worker through their line management, mentoring contact and contact with the other Neighbourhood Workers through the training sessions themselves.

#### *Accreditation*

The PEP Trust is seeking accreditation of the training course with the Open College Network. We intend to have this in place by June 2004 when the first training commences.

#### *Methods of assessment for the accreditation*

Participants will have course work set and be expected to carry out these pieces of work as part of the training programme. This course work will draw from the individual work programmes each participant is carrying out for their employer organisations. Employers will need to allow Neighbourhood Workers time within their jobs to carry out this course work. We expect this to take approximately three/five days over the year.

Participants will be assessed through this course work and from their contributions and presentations they make during the sessions themselves.

Therefore, while participants will be required to produce written work, this will only be one method used to assess performance towards gaining the accreditation.

### *Location of training sessions*

The training sessions will be held in various parts of the country and will be residential events using high quality venues with good suitability for anyone with disability.

### *Visiting speakers*

Visiting speakers will be used to add additional experience at several of the sessions. This will broaden the training experience and create a wider range of presenters.

### *Stationary and Publications*

All of the sessions will provide handouts and photocopied background reading and the [cost for this will be covered by the Neighbourhood Workers Project](#).

However, Neighbourhood Workers will need access to stationary and some publications to carry out the sessions and follow up some areas in greater depth. We do not expect the costs of this to be huge but employers [should provide a budget for these](#).

### *Additional training*

The individual work programmes of Neighbourhood Workers may require specific training to be provided by employer organisations. This will be the responsibility of employers to provide. All Neighbourhood Workers will need access to general training as is normally provided to new staff.

For example:

- Induction to their organisation
- Induction to their organisation's policies and procedures
- Health and safety

## NOTE DELETION

### *Entry-level qualifications*

There are no formal entry-level qualifications. However, Neighbourhood Workers will need the skills and experience required to meet their Job Description and Person [Specification](#). This will vary from employer to employer. Generally, Neighbourhood Workers will need:

- Reasonable levels of literacy and numeracy
- A strong commitment to community empowerment
- A belief in the principles of equal opportunities and overcoming [disadvantage](#).

### The Mentoring Programme

Each Neighbourhood Worker will be assigned a mentor. Each mentor will support his / her Neighbourhood Worker(s) as they learn, advising on good practice, [providing](#) information and drawing from their own experience to advise their Neighbourhood Worker as queries arise. Mentors will advise Neighbourhood Workers on questions relating to topics such as resident involvement, identifying and developing effective networks, promoting and sharing good practice, and developing community involvement strategies.

This support may be in person, over the telephone or by email. The Neighbourhood Worker and mentor will decide themselves on the type and regularity of support that suites their relationship. The expenses of the mentoring programme will be met by the Neighbourhood Workers project.

***The role of the mentor will be to augment the line management of the employing organisation and is in no way a replacement for the employer's statutory responsibilities.***

The PEP Trust is currently recruiting mentors for this programme, for more information please contact Alicia Francis on 0208 555 2139 or at [alicia.f@pep.org.uk](mailto:alicia.f@pep.org.uk)

# Employing a Neighbourhood Worker

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## Recruitment & Selection

Partner organisations will be expected to undertake local recruitment and selection of Neighbourhood Workers, although the Trust can provide advice where necessary. Information about the Neighbourhood Workers training and mentoring programme will be provided to employers for inclusion in the Job Applicant's pack.

Posts can be advertised through local leafleting, information at local housing offices, adverts in the employing organisation's newsletters, local papers and at local job centres and training agencies.

We would advise that partner organisations offer, perhaps jointly with local benefits and training agencies, pre-recruitment advice and training. This may include access to 'better-off' calculations to encourage those who may fear loss of income through reduced benefits; open days to provide a sense of what the job might entail from those engaged in similar work; and training and advice in completing application forms and interview skills. Such provision provides encouragement for those applicants who have the skills and experience but may be put off by the formality of the recruitment process.

A de-briefing interview for all unsuccessful applicants should be given to provide constructive feedback and encouragement.

## Induction

Partner organisations will be expected to provide a structured induction programme for Neighbourhood Workers. This will include an introduction to the organisation, its people, policies and practices; the neighbourhood in which the Neighbourhood Worker will be working; and an introduction to key organisations and people within the area. This is also an opportunity for the Neighbourhood Worker to undertake essential employee-related training such as health and safety.

It is advisable to spread out induction activity to avoid information overload and to have some activity that the Neighbourhood Worker can pursue in between meetings in those first few weeks. A small research project like a mapping exercise and the development of a local contacts directory might be useful.

## Management and support

Partner organisations will be asked to appoint a named officer to act as the Neighbourhood Workers' supervisor. Guidance notes for supervisors will be provided and a meeting for supervisors arranged at the beginning of the trainee programme.

Supervisors will provide an average of 3 hours supervision per fortnight throughout the trainee period. Face to face supervision sessions will be weekly in the first month and thereafter by agreement between the supervisor and Neighbourhood Worker. A monthly face-to-face supervision should be provided as a minimum.

Supervision sessions will provide an opportunity to establish, monitor and review work plans, deal with personnel issues and allow both parties to explore how skills and information learned on the Neighbourhood Workers' Training Programme can be developed further through practical on-the-job experience.

It is important that the Neighbourhood Worker feels a sense of belonging and feels that they are able to make a contribution to the work of the organisation as a whole. Supervisors will be expected to help facilitate and encourage this.

Neighbourhood Workers will also receive regular support from a mentor (supported by the Neighbourhood Workers programme) whose role will be to guide, encourage, listen and generally support their personal and professional development.

### Funding

Ideally participating employers will commit to the employment of their Neighbourhood Workers for two or three years. This will provide workers full opportunity to implement their learning and will ensure continuity and sustainability. Contracts of one year will be considered if employers will commit, in writing, to seek funding for future years.

We would hope to see the salaries of Neighbourhood Workers supported from existing and sustainable budgets from within participating organisations. If external funding is required, and is not yet secured, participating organisations may wish to commit to taking a place in the second run of the programme (commencing at the start of the 2005/06 financial year).

The training and support programme will be financed by the ODPM's Innovation into Action programme and the Housing Corporation's Innovation into Good Practice programme. There will be no cost to the employing organisation for this element of the programme [other than travel costs](#).

For general advice on fundraising see the PEP Trust's series of signposting leaflets for community groups (available for free from [liz.c@pep.org.uk](mailto:liz.c@pep.org.uk)).

### Equal Opportunities

The PEP Trust is committed to the principles and practices that support Equal Opportunities. We will endeavour to implement all aspects of such a policy in all our activity. We expect participants in the Residents as Neighbourhood Workers project to reflect these principles. Namely that participants strive to ensure that they do not discriminate against any person on the grounds of:

- Sex

- Race, nationality or colour
- Age
- Disability
- Sexual orientation
- Responsibility for dependents
- Marital status
- Religion
- Health

Or any other extraneous factor. A copy of the PEP Trust's Equal Opportunities policy and Equal Opportunities Action Plan are available on request.

Participating landlords will be asked to submit a copy of their Equal Opportunities policy. We encourage landlords to take positive steps to advertise the posts widely and to actively encourage hard-to-reach groups to apply.

The PEP Trust will be working to support equal opportunities during this project, for example by providing childcare bursaries to assist Neighbourhood Workers to attend the residential training courses, by ensuring that all training venues are fully accessible and by ensuring that the training programme is not wholly based on written work.

# How the Project Will Work

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## Roles and Responsibilities

The employing organisation will:

- Support the financial costs of the Neighbourhood Worker's salary & on-costs
- Provide the normal statutory training & support for the Neighbourhood Worker
- Provide a suitable staff management structure
- Ensure that the Neighbourhood Worker has an appropriate level and range of work at estate level
- Attend an orientation day at the start of the programme with other employing organisations, Neighbourhood Workers and mentors from across the country
- Provide appropriate support for the evaluation of the programme

PEP Trust will

- Provide a year long training and support programme for Neighbourhood Workers
- Provide recruitment & selection advice to employing organisations
- Provide a mentor for each Neighbourhood Worker
- Provide an accredited training programme linked to on the job experience for participating Neighbourhood Workers
- Provide opportunities for peer support
- Provide an orientation day at the start of the programme with other employing organisations, Neighbourhood Workers and mentors from across the country
- Evaluate the programme and disseminate the findings

## Eligibility

### *Landlords*

The employing organisation will be a Registered Social Landlord (RSL), a Local Authority (LA), [an Arms Length Management Organisation](#), [a Tenant Management Organisation](#) or in some instances a community organisation (for example NDC or Neighbourhood Management Pathfinder) operating within an area with a concentration of RSL or LA owned housing.

### *Neighbourhood Workers*

No previous paid employment or training in the field is required, however participants will need to meet the requirements of the job description and person specification. An example of each is enclosed within this pack.

### *Mentors*

Mentors will have practical employment experience within a related field to that of the Neighbourhood Workers; for example as Tenant Participation Officers or Community Development Workers.

### *Selection criteria*

We are seeking to involve within the project a range of experiences and backgrounds. We will be seeking therefore to find participants representing:

- Urban and rural housing estates
- All nine English regions and Wales
- A range of ethnic backgrounds
- An equal representation of RSL and LA owned housing estates
- A range of experiences and backgrounds

### Timetable

Partner organisations are advised to allow approximately 3 months for recruitment and selection. Those in employment will need to give notice and those not in employment may have to make arrangements for their children or other dependents.

The timetable below serves as a guide to the process.

<b>Date</b>	<b>Activity</b>
December 03/ January 04	Identify funding
23 January 04	Closing date for Year 1 applications
W/c 2 February 04	Agree Job description & person spec
	Design pre-recruitment advice / support package & agree with local training agency / other organisation
	Agree interview panel & confirm interview dates
	Produce job packs
W/c 16 February 04	Advertise posts
W/c 23 February 04	Provide pre-recruitment advice / support
W/c 8 March 04	Closing date for applications
W/c 15 March 04	Short - listing
W/c 22 March 04	Notify short listed applicants
W/c 29 March 04	Hold interviews
W/c 5 April 04	Inform successful & unsuccessful candidates
	Arrange and conduct de-briefing interviews for unsuccessful applicants
W/c 19 April 04	Report on recruitment
W/c 26 April 04	Neighbourhood Worker in post
May 05	Induction
June 04	Neighbourhood Worker Training programme begins

### How to Apply

You can join the programme by writing to the Trust with your application. This application should include details of:

- Your organisation
- How many Neighbourhood Workers you intend to employ and when (year 1, 2004/5 and/or year 2, 2005/6)
- A summary of the work the Neighbourhood Worker will be engaged in
- Who in your organisation will manage them [and their background](#).

- How the Neighbourhood Worker post will be funded and when that funding will be confirmed.

Applications for year 1 should be received no later than Friday 23 January 2004.

Applicants will be notified of acceptance to the programme week commencing 26 January 2004. Neighbourhood Workers will need to be recruited and in post by the last week of May 2004 when the orientation day will be held. The Neighbourhood Workers Training Programme will begin in June 2004.

## Frequently Asked Questions

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**Q. What will Neighbourhood Workers do on their estates?**

A. Neighbourhood Workers will be engaged in community involvement work focussed to meet the needs of the employing organisation. They may be engaged in developing and supporting tenants and residents groups, supporting the involvement of residents in neighbourhood management, engaging residents in a options appraisal or stock transfer process, involving the community in regeneration activity or helping to develop community based initiatives.

**Q. How much will it cost me?**

A. The salary and on-costs of employing your Neighbourhood Worker(s) and providing them with access to appropriate equipment.

**Q. Can we employ **and** enrol more than one Neighbourhood Worker in the programme?**

A. Yes. [This may assist supervision and workers are likely to gain mutual support from each other.](#)

**Q. How much of the Neighbourhood Worker's activity must take place within their locality?**

A. [We hope the majority. One of the key attributes of Neighbourhood Workers is their local knowledge and the fact that they are part of the community.](#) However, we recognise that where an employer is a landlord with dispersed stock this will not always be possible. In such situations we would expect landlords to provide specific projects that the Neighbourhood Worker can get involved in and take some ownership for.

**Q. Surely employing residents to work in their neighbourhood will raise all sorts of conflicts of interest. How do we deal with these?**

A. Yes. Part of the training will be looking at these and how to manage them. The mentors will provide an additional level of support to help Neighbourhood Workers negotiate these issues and deal with difficulties that arise.

**Q. What are the entry-level requirements for people coming into the **project**?**

A. There are no formal qualifications to entry. Workers will need average levels of literacy and numeracy, any special skills associated with the [employer's](#) requirements. They will also need a strong commitment to community empowerment and helping their community, and an enthusiasm for learning.

**Q. Will mentoring cover the whole employment period or just the year in which the training takes place?**

A. The mentoring will cover the year in which training takes place but if on-going support of this kind is required the Neighbourhood Worker, mentor and supervisor will be encouraged to identify ways in which this need can be met.

**Q. Does the person recruited need to be an existing community activist?**

A. No, but they need a strong interest in community development and empowerment, and some experience of working with or as part of a community or voluntary group would demonstrate this.

**Q. What employment opportunities exist for the new Neighbourhood Worker at the end of their contract?**

A. We believe there are considerable opportunities for employment for Neighbourhood Workers at the end of their fixed term contracts. These will vary from one location to another and naturally depend on the aspirations of each worker.

Examples are:

- Tenant Participation Officers within Local Authorities and RSL's
- Community Development Workers in a wide range of settings
- Working with communities within regeneration and neighbourhood management projects
- Social research posts

**Q. We are an RSL, could we apply for Community Training and Enabling Grants (CTE) from the Housing Corporation to cover some of the employer's costs?**

A. CTE grant funding mostly occurs through the Housing Corporation's regional offices and is assessed against regional priorities. RSL's should therefore discuss this with their own regional office.

We envisage many of these posts will be funded from mainstream revenue sources. This would make the scheme more sustainable and demonstrate the employer's commitment to community involvement and local employment. However, there are other grant-funding sources that employers might be able to access (see the Funding section in this Information Pack) and we advise employers to discuss the project with any potential funder before submitting a full application.

# Neighbourhood Worker

## Model Job Description and Person Specification

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*Each employer will wish to tailor the job description and person specification to their own requirements, however, this serves as a guide to the types of activity we expect a Neighbourhood Worker participating in the training programme to be engaged in. Conditions of employment will need to be consistent with those of other employees within the employing organisation.*

### **Model Job Description**

**Responsible to:** *Comment: The line manager will need to have an understanding of and commitment to the work that the Neighbourhood Worker will be engaged in. They will need to be able to provide regular and consistent support with weekly meetings a minimum requirement in the first month of employment and an average of 3 hours supervision per fortnight provided thereafter.*

**Salary:** **c. £10,000 – £12,500 (excluding London Weighting).**

*Comment: The salary will need to be consistent with other salaries within the employing organisation and be sufficiently attractive to applicants to encourage them to make the move from benefits or other employment*

**Hours:** **35 hours per week (to be worked flexibly).**

*Comment: Part-time posts could be offered.*

**Location:** *Comment: Preferably within the neighbourhood within which they will*

*be working. However issues of safety and isolation will need to be considered. A local office shared with other workers operating within the area would be ideal.*

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### **Purpose of the post:**

*Comment: The employer will wish to specify here the key focus of the work that will be required by the Neighbourhood Worker. This might be developing resident-led organisations, supporting the involvement of residents in Neighbourhood Management, enabling residents to engage in stock transfer*

*or options appraisal processes, supporting existing residents' groups and developing new ones, involving the community in regeneration activity, supporting community based initiatives etc.*

### **Main responsibilities of the post**

1. To work with residents, their representatives, voluntary and community groups, statutory and other organisations in pursuing activities that provides benefit to residents and their environment
2. To work alongside, support and develop specific projects, which contribute to the physical, environmental, social and economic well-being of the Neighbourhood.
3. To identify and develop effective networks within the voluntary, statutory and business sector
4. To develop the capacity of residents to participate in housing and community based activities
5. To promote and facilitate the sharing of good practice
6. To assist the employing organisation in the development and delivery of coherent community involvement strategies
7. To participate in a national programme of accredited employment related training.

### **Key Tasks**

Help organise and run consultation programmes including surveys, ballots, door-knocking and events

Help organise, attend and service residents and community group meetings and ensure that action is progressed between meetings

Produce newsletters, leaflets and other promotional material as required

Provide other support to residents groups and community-based organisations as required and appropriate, signposting where necessary.

Liaise with landlords, other statutory bodies and agencies and community and voluntary groups

Organise study visits

Attend regular supervision sessions and staff meetings

Attend Neighbourhood Worker residential training courses

Participate in the Neighbourhood Workers' mentoring programme

Implement the employing organisations' equal opportunities policy and practice

Record and monitor Neighbourhood Worker activities and successes and produce progress reports as required

Undertake various other duties as may be required, including participation at internal and external meetings

## **CONDITIONS**

### **Duration of Contract:**

*Comment: The contract will be for a fixed term, the duration dependent on the number of years for which funding has been secured. The contract may be for a period of 1, 2 or 3 years.*

### **Hours:**

35 hours per week (Monday to Friday).

Regular evening and occasional weekend work will be required.

Attendance at the residential training courses will require travel and overnight stays.

*Comment: Part time posts may be offered.*

### **Leave:**

25 days per annum and all English and Welsh bank holidays

### **Pension:**

### **Travel & Subsistence:**

Travel to and from home to work will not be paid. Travel whilst on employment and training related business will be reimbursed as appropriate

### **Probationary Period:**

6 months.

### **Smoking:**

We operate a non-smoking policy.

*NOTE DELETION*

## **Model Person Specification**

*This person specification gives the minimum requirements for this post and your application should demonstrate how you meet these requirements*

	Essential	Desirable
<b>EXPERIENCE</b>		
Working with or within a voluntary group eg. Tenants and Residents Association or other community group		✓
<b>KNOWLEDGE</b>		
Knowledge of the local area ( <i>define</i> )	✓	
<b>ABILITIES</b>		
Ability to communicate clearly and effectively, both verbally and in writing	✓	
Ability to get on well with other people	✓	
Ability to work flexibly and as part of a team	✓	
Ability to organise your time and complete work within deadlines	✓	
Ability to demonstrate commitment to equality of opportunity both in the workplace and in community involvement	✓	
Ability to demonstrate a commitment to community involvement	✓	
Ability to use a computer for word processing		✓
<b>MOTIVATION</b>		
Desire to make a difference to the neighbourhood	✓	
Enthusiasm for learning	✓	
<b>CIRCUMSTANCES</b>		
Ability to attend evening meetings (regularly) and weekend events (occasionally)	✓	
Ability to attend seven 2-day residential training courses	✓	
Willingness to participate in the mentoring programme	✓	

An electronic copy of the job description and person specification is available on request from Liz Clifton at [liz.c@pep.org.uk](mailto:liz.c@pep.org.uk)

**Sample Job Advert text**

**Are you committed to making a difference in your community?**

**NEIGHBOURHOOD WORKER**

*Location*

*Salary, Hours*

*Duration of contract*

*Description of employing*

*organisation:xx*

We are seeking to employ a highly motivated resident with a good understanding of working with local communities and a desire to undertake employment-based training in community involvement work. The person appointed will develop and support residents and local groups to XXX (*the focus of the post will vary from employer to employer*)

The successful applicant will

- ✓ be highly motivated
- ✓ be a good communicator
- ✓ have a good understanding of community involvement / tenant participation
- ✓ have local knowledge
- ✓ be committed to involving all sections of the community
- ✓ have an enthusiasm for learning

In return we will offer excellent local support and accredited training through the PEP Trust's national Neighbourhood Workers Training Programme,

If you believe you are the person we're looking for then contact us for an application pack and details of open days / advice sessions where you can find out more about the post and get help with the application form, and interview and benefit advice:

*Contact details*

Closing date for applications: XXX

Interviews to be held on: XXX

# The PEP Trust

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The PEP Trust aims to foster vibrant and resourceful communities by pioneering innovative ideas and putting them into action. The Trust is a new organisation, operational since December 2001. We are a registered charity working nationally to support communities in areas of social and economic disadvantage. We were established by, and work closely with, Priority Estates Project Ltd. However we are an independent organisation managed by our own board of trustees.

## **Neighbourhood Enterprise Options**

Our Neighbourhood Enterprise Options (NEO) project, which is funded by the Office of the Deputy Prime Minister's (ODPM's) Innovation Into Action (IIA) programme, aims to pilot two neighbourhood economic options studies. These options studies will allow residents to assess the economic problems and needs of their neighbourhoods, to consider options for local economic initiatives, and to develop action plans. As a result, we will be producing a report for the ODPM, with recommendations for ways of rolling out the approach more widely; and a 'neighbourhood economic options pack' for widespread dissemination. *Project Status: Active*

## **Resident Services Organisation Network**

Resident Services Organisations (RSOs) are community-based organisations, employing local people to deliver local services. They seek to employ people who have been out of the labour market for some time, train them in new skills, and help them to develop careers. At the same time they provide services focused on the needs of the neighbourhood. The RSO Network aims to provide a means for RSOs, and organisations with an interest in the RSO model, to share knowledge and experience. It is a user led network facilitated by the PEP Trust. We distribute a quarterly newsletter that includes news and views on the RSO model and related issues, including funding and training tips. The Lloyds TSB Foundation supported a 'mapping exercise' of RSOs in England and Wales in spring 2003 and the Network's first annual conference during October 2003. *Project Status: Active*

## **Residents as Neighbourhood Workers Project**

Our Residents as Neighbourhood Workers project, funded by the Housing Corporation and the ODPM (IIA), aims to pilot a programme of work-based community involvement training for local residents employed by their landlords to work with their community and other local agencies to improve service delivery and liveability within the neighbourhood. *Project Status: Active*

### **Lesson Drawing Project**

The government's National Strategy for Neighbourhood Renewal emphasises the importance of drawing lessons from 'what works'. The practice of using case study information upon which to develop regeneration projects is longstanding and the benefits are well established. It is widely accepted that the issues facing communities in difficulty can be more successfully, more swiftly and more cost effectively addressed if we learn from the experiences of others. But, how are communities to identify the information most relevant for their own neighbourhood and to know it might be appropriate for them to implement the same or similar programme? Our project will publish a guide for community groups that details how to learn from good practice information and case study examples. User-friendly materials will link theory and practice giving examples of communities that have learnt from one another and step-by-step instructions on how to approach lesson drawing. The guide and associated materials will be made available for free on the Internet. *Project Status: Fundraising*

### **Local People in Local Jobs – Making it Work**

Our Local People in Local Jobs project is a research project that will consider the benefits and challenges of working and living on the same estate. The research will seek to disseminate good practice ideas by the publication of a 'how-to' style report. *Project Status: Fundraising*

#### **Working in Partnership**

- Does your organisation share the ideals of the PEP Trust?
- Would your organisation be interested in working with the Trust to take forward one of our projects?
- Do you have an innovative idea you would like help putting into action?
- Does your organisation have an exciting project or innovative way of working you would like to tell us about?

...If the answer to any one of the questions above is yes, please do get in touch with us at the address below.

**For more information or to join the Trust's free mailing list please contact:**

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